What is claimed is:

1.   A method of communicating in a remote services system comprising:
communicating a forward channel communication using a forward channel
communication path;
communicating a back-channel communication using a back-channel
communication path, the back-channel communication path being
established only after a forward channel communication path is
established; and,
using the back-channel communication path to multicast a message to a group
of components.

2.   The method of claim 1 wherein the message being multicast is an
administrative control message.

3.   The method of claim 1 wherein the message being multicast is a bulk
transfer request.

4.   The method of claim 1 wherein the message being multicast is a bulk
data response.

5.   The method of claim 1 wherein
the remote services system includes an intermediate mid level manager, the
intermediate mid level manager performing the multicast.

6.   The method of claim 5 wherein
the remote services system includes an applications mid level manager, the
applications mid level manager sending a request to the intermediate
mid level manager to perform the multicast.

7.   A method of communicating in a remote services system comprising:
assigning a plurality of components within the remote services system with a
respective plurality of unique remote services identifiers;
communicating a forward channel communication using a forward channel
communication path;

-41-

6	communicating a back-channel communication using a back-channel
7	communication path; and,
8	using the back-channel communication path to multicast a message to a group
9	of components based upon unique remote services identifiers
10	corresponding to components of the group of components.

1   8.   The method of claim 7 wherein the message being multicast is an
2   administrative control message.

1   9.   The method of claim 7 wherein the message being multicast is a bulk
2   transfer request.

1   10.   The method of claim 7 wherein the message being multicast is a bulk
2   data response.

1   11.   The method of claim 7 wherein
2   the remote services system includes an intermediate mid level manager, the
3   intermediate mid level manager performing the multicast.

1   12.   The method of claim 11 wherein
2   the remote services system includes an applications mid level manager, the
3   applications mid level manager sending a request to the intermediate
4   mid level manager to perform the multicast.

1   13.   A remote services system comprising:
2   a plurality of components, the plurality of components including a respective
3   plurality of unique remote services identifiers;
4   a forward channel communication path coupled to the plurality of
5   components;
6   a back-channel communications path coupled to the plurality of components,
7   the back-channel communications path allowing multicast of a
8   message to a group of components based upon unique remote services
9   identifiers corresponding to components of the group of components.

P7231

1   14. The system of claim 13 wherein the message being multicast is an

2 administrative control message.

1   15. The system of claim 13 wherein the message being multicast is a bulk

2 transfer request.

1   16. The system of claim 13 wherein the message being multicast is a bulk

2 data response.

1   17. The system of claim 13 wherein

2   the plurality of components includes an intermediate mid level manager, the

3   intermediate mid level manager performing the multicast.

1   18. The system of claim 17 wherein

2   the plurality of components includes an applications mid level manager, the

3   applications mid level manager sending a request to the intermediate

4   mid level manager to perform the multicast.

-43-

P7231